

Digital Identity Community of Practice Quarterly Meeting



Please introduce yourself in the chat:

- Name + Pronouns
- Organization + Role

Digital Identity Community of Practice

Mission:

To promote the delivery of public benefits to all eligible individuals, including vulnerable populations, by informing how digital identity approaches should be used (*appropriately, responsibly, equitably, and effectively*) in public benefits delivery.

Goals

- Facilitate and Mature a Strong Community
- Amplify Needs and Expertise of People with Lived Experience
- Foster Shared Subject Matter Understanding
- Guide Effective Implementation

DBN Community Norms + Code of Conduct

- Being kind and respectful to each other (such as by using people's preferred pronouns and using I statements)
- Making space and taking space
- Assuming good will
- Staying curious
- Being mindful and reflective
- Being open and honest
- Taking the best, leaving the rest

The Digital Benefits Network is dedicated to providing a harassment-free experience for everyone regardless of gender, gender identity and expression, sexual orientation, disability, physical appearance, body size, race, age, religion, or political affiliation. We do not tolerate harassment of participants in any form.

Community Builder

Our CoP aims to promote the delivery of public benefits to all eligible individuals and as a result, many members of our CoP work directly in public benefits. We want to take a moment to learn more about what brings them into this work and honor their commitment.

In the Chat:

- If you are a CoP members who works in public benefits, we'd love to know what compels you to be involved in this field.
- If you do not work directly in public benefits, please review the responses and highlight themes that stick out to you.

Agenda

3:00pm ET - Welcome + Community Builder

3:10pm - Ecosystem Resource: Digital Doorways Research

3:30pm - Member Spotlight: Aidan Barrett, CO PEAK

3:55pm - Open Mic: Member Announcements

4:05pm - Discussion Groups

4:30pm - End

Ecosystem Resource:

Digital Doorways Research with Public Policy Lab

Brielle Mariucci, Consultant

Jaime Stock, Fellow



An aerial photograph of New York City, showing the Hudson River, the George Washington Bridge, and the Manhattan skyline. The image is used as a background for the Public Policy Lab logo.

PUBLIC POLICY LAB

Agenda

1. **About PPL** | 4 mins
2. **Digital Doorways** | 4 mins
3. **Video** | 4 mins
4. **Q&A** | 5 mins



- First nonprofit policy-design lab for US public sector
- Partner with government agencies and NGOs
- Design both policy and services
- Focus on experiences of low-income and marginalized people





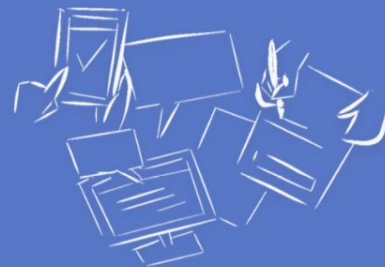
Human-Centered
& Co-Creative

Visual & Iterative

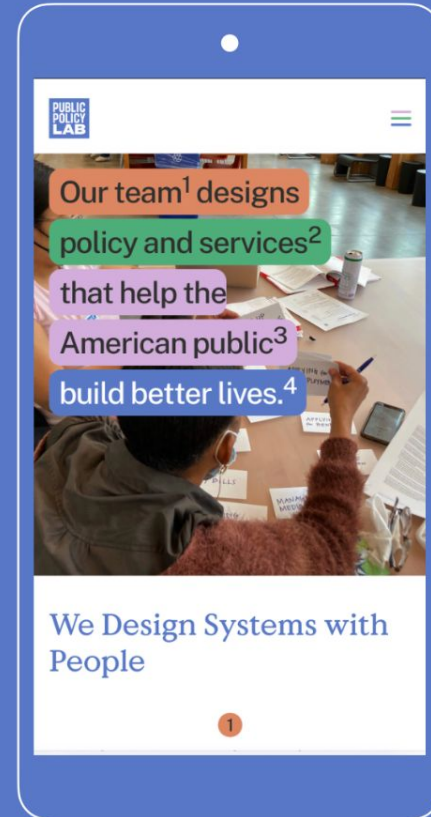
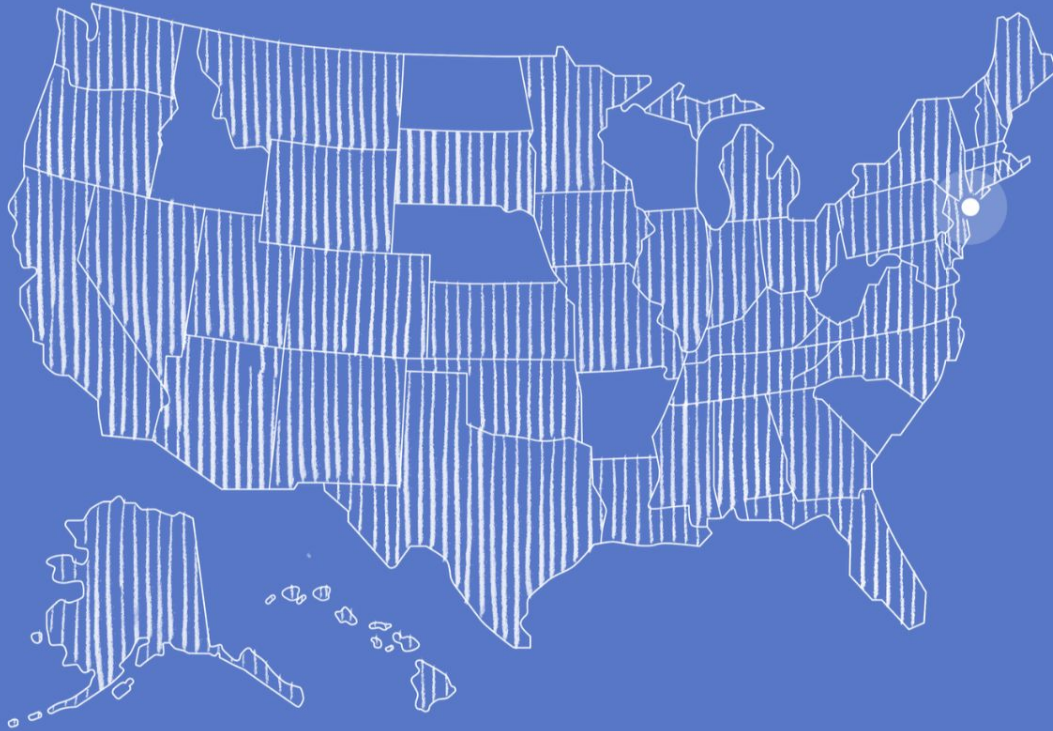


Holistic &
Time-Based

Now & Futures-
Oriented



Public & Open





Children & Families



Education



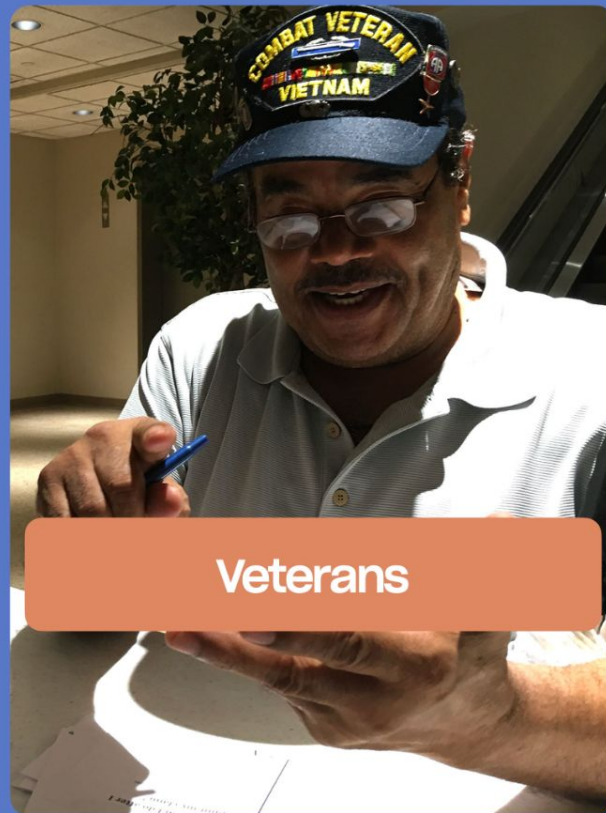
Health & Accessibility



Housing & Homelessness

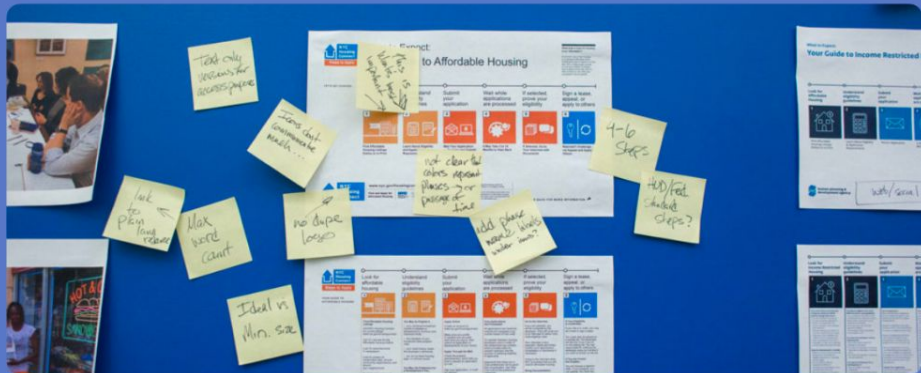


Justice & Violence



Veterans

▼ SERVICE DESIGN



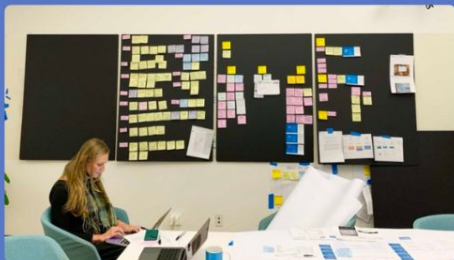
▼ POLICY DESIGN



▼ PRODUCT DESIGN



▼ CHANGE MANAGEMENT



▼ RESEARCH & EVALUATION

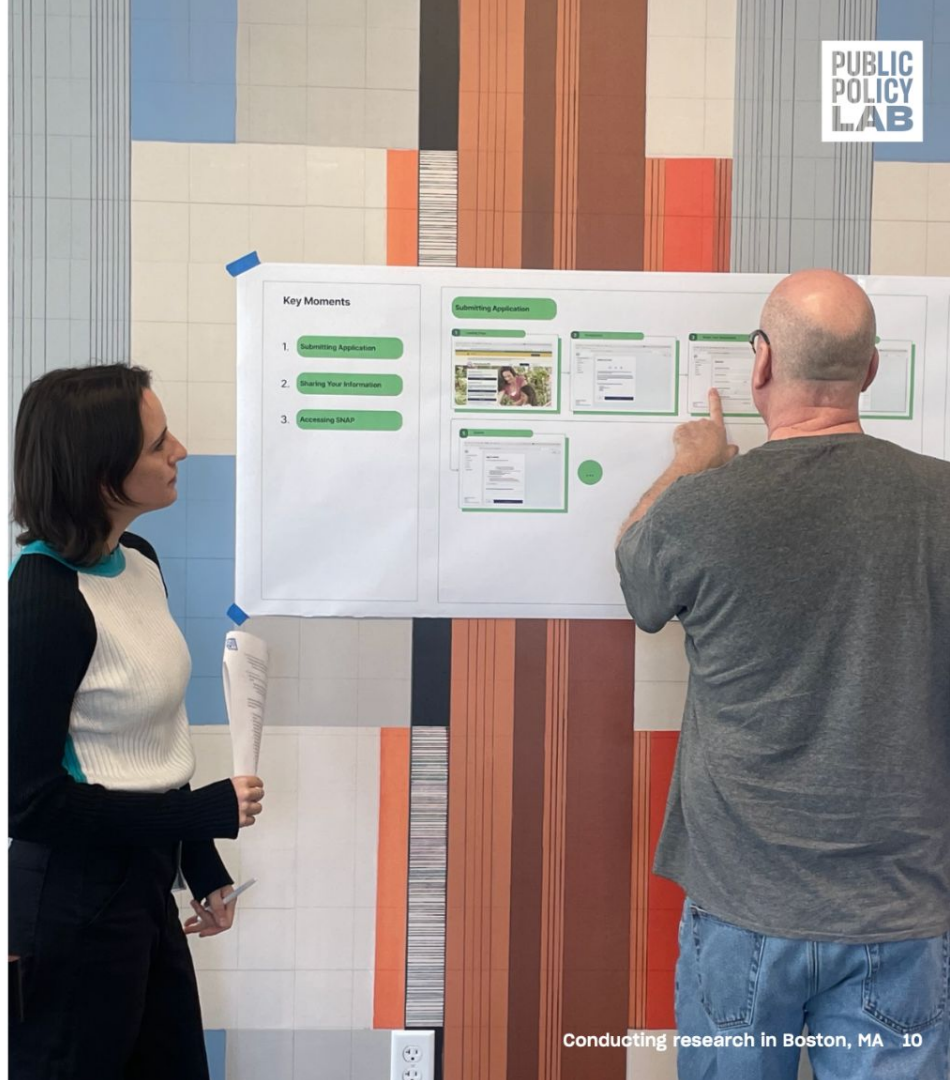


▼ COMMUNITY ENGAGEMENT



DIGITAL DOORWAYS TO PUBLIC BENEFITS

The goal of this work is to better understand the **first-hand experiences** of people who engage with **digital identity systems** as they access public benefits.



Access

What accessibility challenges do beneficiaries face when navigating digital identity processes across different contexts, devices, and personal circumstances?

Consent & Optionality

How do beneficiaries experience choice, control, and transparency in digital identity systems?

Support

What support systems are available to enrollees and beneficiaries and how do they interact with them?

Trust & Perception

How do digital identity systems and/or external forces affect beneficiaries' trust, agency, and experience accessing public benefits?

- **Participants:** 33 (29 beneficiaries, and 4 subject-matter experts)
- **States:** Massachusetts, Arizona, and New York State
- **Benefits:** Medicaid, SNAP, Unemployment Insurance
- **Research methods:** multi-media semi-structured interviews



Privacy & Security Challenges

- Beneficiaries prioritize access over privacy concerns
- Security and user convenience are in tension

Access & Authentication Issues

- Changing personal circumstances can make access difficult
- Access to devices and accounts complicate MFA
- Security measures don't accommodate diverse life experiences

User-Experience & Support

- Human support remains crucial
- Some friction can feel beneficial to users

Tech Access & Literacy Barriers

- Digital literacy effects experiences
- Biometric verification can come with usability issues and doubt

THANK YOU

Brielle Mariucci, bmariucci@publicpolicylab.org

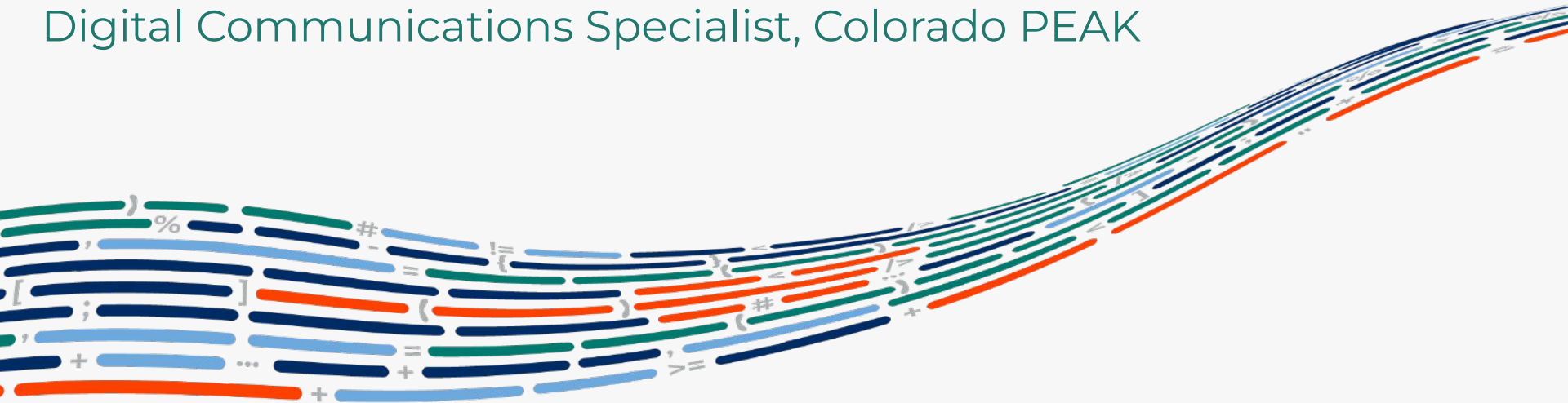
Jaime Stock, jstock@publicpolicylab.org

Q&A

CoP Member Spotlight

Aidan Barrett

Digital Communications Specialist, Colorado PEAK





Digital Identity Community of Practice

Aidan Barrett

Digital Communications Specialist

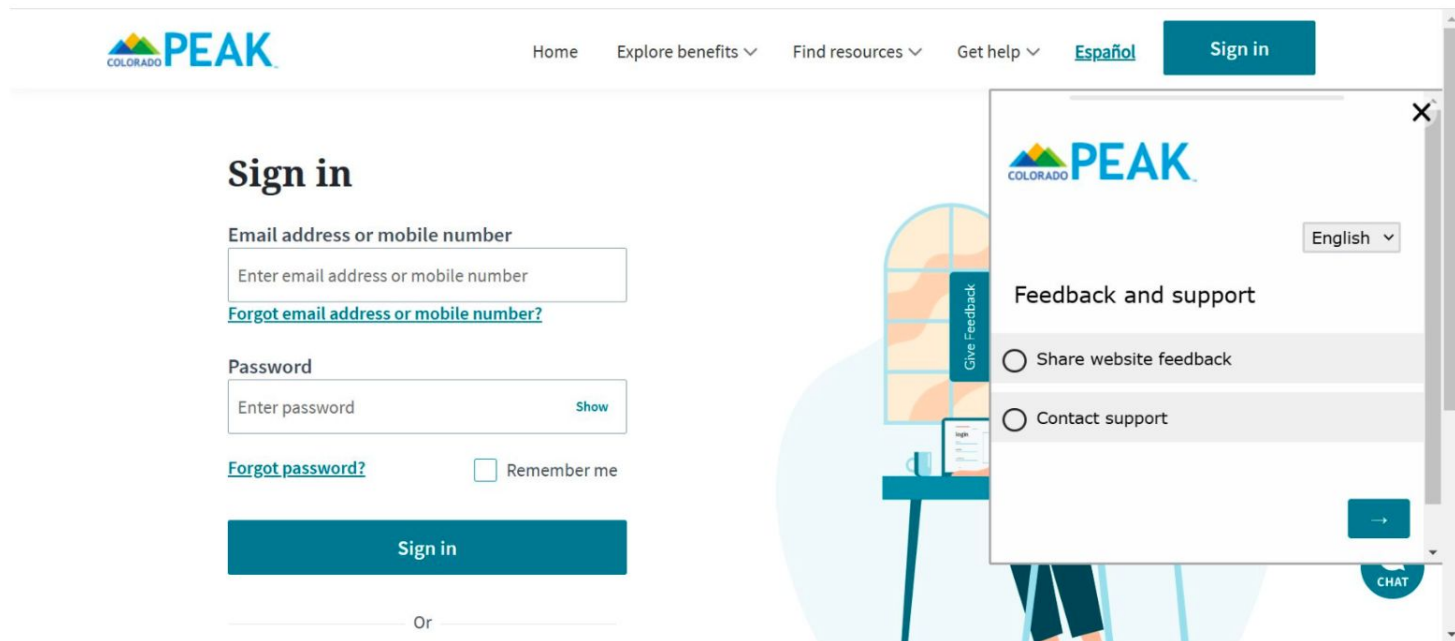
July 16, 2025

What is PEAK?

- Program Eligibility and Application Kit
- Available online 24/7 on mobile and desktop
- 11 different programs, including CCAP, Medicaid, SNAP, TANF, and WIC
- Users can:
 - Learn about, apply for and renew benefits
 - Update information
 - Track submissions
 - Make payments
 - Download Medical ID cards
 - View EBT card balance
 - View letters
 - Submit documents



Gathering feedback from PEAK users



The screenshot displays the PEAK Colorado website's sign-in interface. The header includes the logo, navigation links (Home, Explore benefits, Find resources, Get help), a language selector (Español), and a Sign in button. The main sign-in form has fields for email/mobile number and password, with links for forgotten credentials and a Remember me checkbox. A feedback modal is open on the right, titled 'Feedback and support', with options to share website feedback or contact support. A 'Give Feedback' button is visible on the background illustration of a person at a desk.

Sign in

Email address or mobile number

Enter email address or mobile number

[Forgot email address or mobile number?](#)

Password

Enter password [Show](#)

[Forgot password?](#) ☐ Remember me

Sign in

Or

Feedback and support

- ☐ Share website feedback
- ☐ Contact support

Give Feedback

CHAT

Addressing PEAK user concerns

“ If would be nice for there to be filters for age for example, so you don't have to fill out jail or work history for toddlers...”

-PEAK user feedback from application”

“ It can be so confusing, and it took me 8+ hours to complete... because I had to upload all of the receipts, and the upload requests weren't clear.”

-PEAK user feedback from application”

“ A lot of the questions were irrelevant to what I was applying for...this made the application way too long and tedious.”

-PEAK user feedback from application”

Upcoming projects

[Dashboard](#)[Find resources](#) ▾[Get help](#) ▾[Account settings](#) ▾[Español](#)[Sign out](#)[← Back to Apply for benefits](#)

Types of proof

To see if you qualify for assistance, we need more information from you.

"Proof" is more information, or documentation, about things you already told us. In some cases, you need to show proof in order to complete your application for assistance. Below is a list of items that you can use as proof. If you don't have a piece of information that we need as proof, let your application site worker know. Your worker may be able to help you.



Identity

Identification (examples: driver's license, identification card, U.S. military card).



Resources

Things you own (examples: bank account statement, vehicle title, annuity contract).



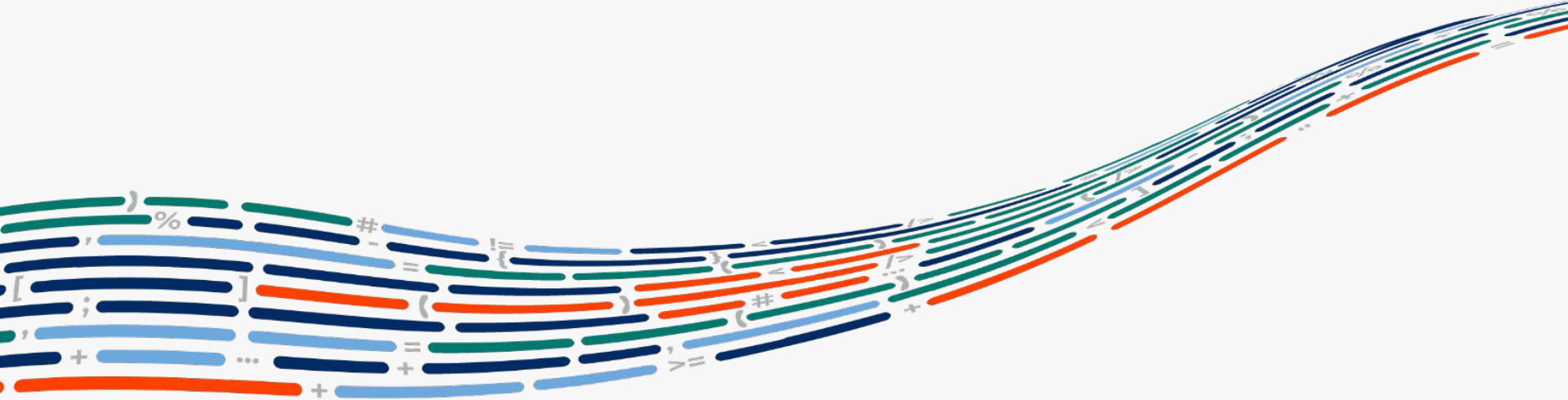
Social Security Number (SSN)

Your Social Security card. If you say that you have a Social Security Number, you need to show us your Social Security card as proof. You need to do this for everyone in your household who has a Social Security Number and is requesting benefits.

Thank you for your time!

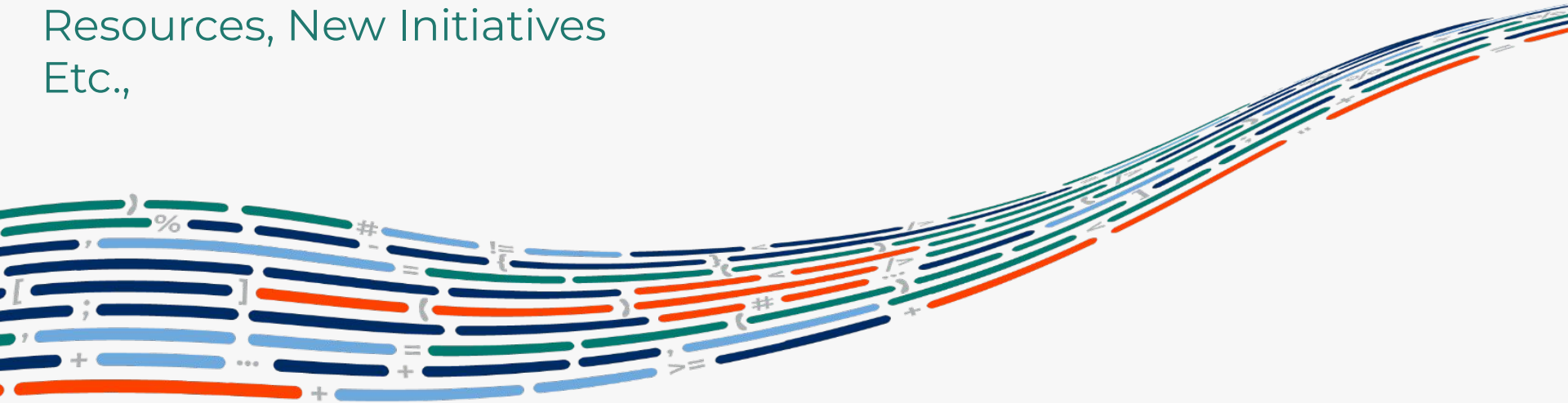


Q+A



Open Mic

Member Announcements,
Resources, New Initiatives
Etc.,



DI CoP Announcements

Join our Slack Community!

- Digital Identity specific channels
 - Identity News
 - Community Discussion
 - Local Government
- Open to anyone who has joined the Community of Practice!
- Share resources, ask questions, find support!




Mobile Driver's Licenses Q+ A for Government Agencies




- Jul 30, 2025 - 4-5pm ET
- Guest Presenter: Nick Doty of the Center for Democracy and Technology
- Open to State, Local, Tribal and Territorial government agencies

Exploring Mobile Driver's Licenses
An introduction and Q+A

The Digital Identity Community of Practice invites our State, Local, Tribal, and Territorial government members to join us for an exploratory learning session on Mobile Driver's Licenses (mDLs). Participants will leave with a better understanding of how mobile drivers licenses function and information to thoughtfully evaluate the use and implementation of mDLs in government contexts.

Wednesday, July 30, 4-5pm EST

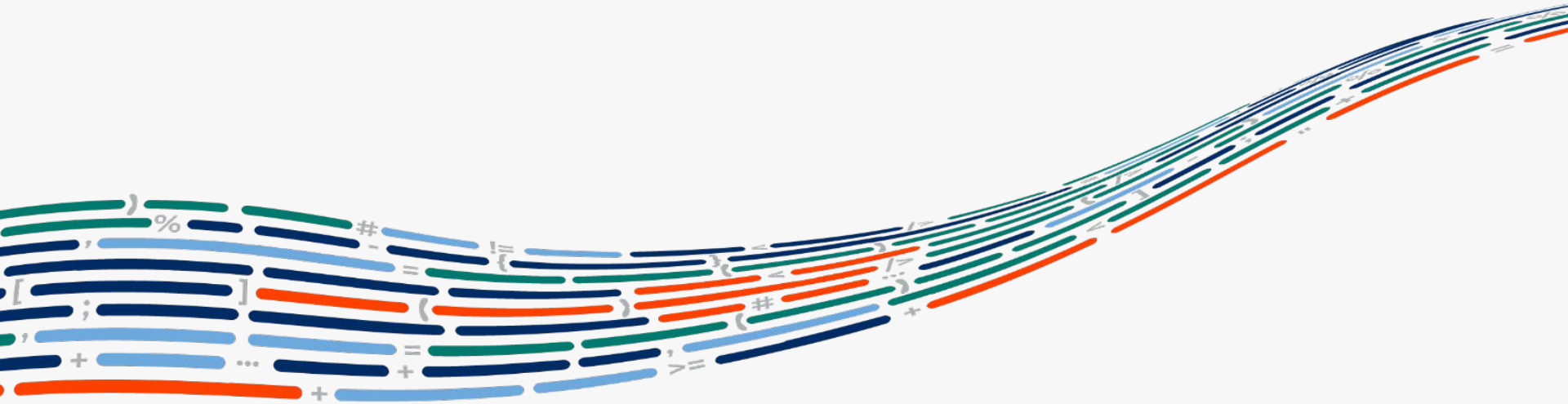
 **Guest Speaker:**
Nick Doty
Senior Technologist
Center for Democracy & Technology

Digital ID Events at the DBN

July 30	mDL Discussion for SLTT governments
September 15	Digital Doorways Launch Webinar! <i>Registration coming soon!</i>
October 16	Q4 Digital Identity CoP Meeting

Discussion Groups



Discussion Groups

**Emerging
technologies
(AI, mDLs, etc.,)**

Facilitator:
Erica Seery

**Identifying shared
user privacy
concerns**

Facilitator:
Caiti Roth-Eisenberg

**Preparing for
application and
platform changes
in light of HR1/
OBBBA**

Facilitator:
Kate Hanson

Close-Out

Thank you!

